

JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION

POSITION: Workroom Volunteers

SUPERVISOR: Volunteer Coordinator

DEPARTMENT: Business Development

DEPARTMENT MISSION: The mission of the Volunteer Services Department of Johnson Memorial Hospital is to serve everyone in our hospital and community with dignity, respect, and equality.

PURPOSE: To provide assistance to other departments by assisting in whatever way will make their jobs and lives a joy by serving Johnson Memorial Hospital.

JOB RESPONSIBILITIES:

- Provide assistance in mailing projects, pooh bear tags, stuffing of bags, chart preparation, educational materials, labeling, etc.
- Flower delivery.
- Performs additional duties as requested.
- Support Building Excellence Standards.
- Conducts all activities in compliance with applicable laws, regulations, standards, Hospital policy and procedures including Blood and Body Substance Precautions.

PERFORMANCE REQUIREMENTS:

KNOWLEDGE, SKILLS, AND ABILITIES: Requires excellent communication and hospitality skills. Ability to handle confidential information in a professional manner.

EQUIPMENT USED: Telephone, wheelchairs, carts.

MENTAL DEMAND: Ability to work calmly and effectively in stressful and emergency situations. Reading, confidentiality, problem solving, reasoning, verbal communication, customer contact.

COMMUNICATIONS: Exhibits excellent guest relations to patients, visitors, physicians and staff, shows courtesy, compassion and respect.

PHYSICAL EFFORT: Moderate physical effort, including walking, pushing, pulling, reaching, talking, hearing, seeing, sitting. Typical work day involves the

following strength requirements: Medium work: exerting 20-50 pounds of force occasionally and/or 10-25 pounds of force frequently.

WORKING CONDITIONS: No exposure to blood/body fluids.

EDUCATION, EXPERIENCE, AND TRAINING: Life experiences are augmented with mandatory orientation, infection control and on-the-job training.

POPULATION BEING SERVED BY POSITION: Position deals with customers of all ages.

APPROVED BY:

Volunteer Coordinator

Date

<p><i>I have read and understand the responsibilities and requirements of my job description.</i></p>	
_____ Volunteer Signature	_____ Date